Emergency Preparedness, Post-Storm After Action Report and Resulting Regulatory Initiatives

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Storms Irene & Alfred
Risk Communication

- Pre-storm notice – Boil Water Advisory SOP, forecasts, other storm advisories
- Governor’s Office – system status, twice per day
- Storm Response – messages
  - Press releases, phone calls, conference calls, EPA assistance
  - Web-site, emails and Everbridge
- DWS staff response – 24/7 availability
  - DPH ECC
  - State Armory SEOC
Storm Irene August 2011

- 137 small Community Public Water Systems (CWS) on Boil Water Advisory (30% of small CWS)
- 16,624 people affected
- 99% of CT Residents retained their CWS service
- Majority of large CWS on shoreline lost street power, however operations not affected due to emergency power capacity, street power restored in a few days, flooding had little effect
- Isolated storm damage – water main washout, isolated flooding issues, no real facility access problems
Storm Alfred October 2011

- 121 small CWS on Boil Water Advisory (26% of small CWS)
- 20,212 people affected
- 98% of CT Residents retained their community public water service
- Majority of large CWS along and north of I-84 lost street power, however operations not affected due to emergency power capacity, street power restored slowly some large CWS without street power for 8 to 9 days
- Some facility accessibility issues and communication/unable to report status scenarios
DWS After Action Report

- Revisions to the Boil Water Advisory SOP
- WebEOC Waterboard - >1000 CWS
- Communication, Communication, Communication
  - directly with LHD and PWS early and often
  - messages prepared, reviewed and sent quickly
  - Assure correct emergency contact information
- Organization
  - DWS ICS structure>DPH ECC>SEOC
  - Frequent training for multiple staff
  - Coverage – weekends, nights, etc.
DWS After Action Report

- Small CWS Emergency Planning
  - Asset management/Capacity Development
  - Emergency Response Plans/Contacts
  - Sanitary Survey focus
- CtWARN support and expanded membership
- ALL CWS should know who and how to contact their EMDs!!
- Outreach and Training – Internal and External
  - Certified Operator training curriculum
  - ICS/NIMs training
- Data management absolutely critical for DWS
- Partnerships with all sectors and stakeholders – power companies, public works, DOHs, EMDs, etc.
Superstorm
Sandy October 2012

- 109 small CWS on Boil Water Advisory (24% of small CWS)
- 14,740 people affected
- 99% of CT Residents retained their community public water service
- After Action Review process initiated internally and externally – future DWESAC meeting
- Improved coordination between PWS and electrical utilities, DEMHS, Regional Coordinators, EMDs
- Pre-storm messaging from PWS
- Storm surge a big concern – some SLOSH sources but many distribution facilities/mains
Resulting Regulatory Initiatives

- Emergency generators at small CWS
- Draft regulations
- DWSRF loan program for generators